


Department of Early Learning

Policy Title:	10.3.1 Complaint Inspection Policy		
Procedure:	Attached: Complaint Inspection Procedure		
References:	WAC 170-151, 170-295 and 170-296. RCW 43.215		
Applies To:	All DEL Staff	Contact:	Quality Division
Effective Date:	9-1-08	Review Date:	9-1-09
Reviewed:	<input checked="" type="checkbox"/> Licensing SAM's <input checked="" type="checkbox"/> Asst. Director Quality <input checked="" type="checkbox"/> LPART		
Other Review (list)			
Director Approval:			

The Department of Early Learning (DEL) is responsible for licensing activities to ensure that standards of health and safety are present in child care facilities in accordance with Washington State law and administrative codes (regulations). The term “child care facility” is used to indicate both licensed family child care homes, child care centers and school age child care facilities.

Purpose

Clarify and standardize the process of DEL inspections that occur as a result of a licensing complaint. Further, it is intended to provide direction regarding inspection of complaints for licensing staff, supervisors, Assistant Service Area Managers, Service Area Managers, and State Office personnel involved in drafting and reviewing child care regulations and procedure manuals. Expectations of DEL personnel are clarified in this policy and it's accompanying “Agency Complaint Inspection Procedure.”

Policy

DEL personnel will adhere to all components of the attached Agency Complaint Inspection Procedure. In addition, DEL personnel are expected to:

- I. Refer all licensing complaints to the Department of Social and Health Services (DSHS), Children's Administration (CA) intake to document and screen all licensing complaints for child abuse and/or neglect (CA/N).
- II. Cooperate with Division of Licensed Resources/Child Protection Services (DLR/CPS) staff to perform joint investigation/inspections of DLR/CPS complaints, as described in the Service Level Agreement (Attachment O0661-00228) between DEL and DSHS.
- III. Initiate a complaint inspection within 1 (one) working day of the date the referral was received.
- IV. Professionally, accurately and in a timely manner thoroughly inspect all issues related to a licensing complaint, regarding alleged Washington Administrative Code (WAC) licensing violations.
- V. Respectfully communicate with the child care facility staff, providing accurate information about DEL's Complaint Inspection Procedure, including information on what to expect during a complaint inspection.
- VI. Communicate with the local Child Care Resource and Referral Network and Community Support Office within 1 (one) working day when a “do not refer” flag is instituted or removed, or when a complaint allegation leads to a summary suspension or revocation.

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- VII. Respectfully communicate with parents or legal guardians, if contacted, to answer questions about the complaint inspection process.
- VIII. Take necessary adverse licensing action to keep children safe at any point during a DLR/CPS investigation or DEL complaint inspection.
- IX. Professionally, accurately and in a timely manner close all licensing inspections within forty-five (45) days.

Attachments

Complaint Inspection Procedure

DEL findings letter Template

Service Level Agreement (Attachment O – 0661-00228)